

On-Line Registration

(540) 372-1086 ext. 0

Internet registration is now available for most of our programs. Visit our website: www.fredericksburgva.gov/PR/index.htm. We currently accept Visa, MasterCard, Discover/Novus, American Express, Diner's/Carte Blanche, and JCB cards. We are sorry that at this time we do not accept debit cards for payment unless they carry the Visa logo.

Apply for your Account Online:

Click on the activity into which you would like to enroll, or any other open activity and fill out the information requested for **first time users**.

1. Apply first for an account for the Credit Cardholder. This is the **Payee** (This is usually the parent).
2. Secondly, send an email to fredprpf@fredericksburgva.gov that includes each child's name, date of birth, and note if the address and phone number are the same as the Payee.
3. Once the application for the account and email are received, the family will be consolidated into a unit so that the Credit Cardholder can register any child or all children in their family provided birth date verification is on file.
4. Account approval typically takes less than 3 working days. You will NOT receive any correspondence from our department unless there is a problem with your application*. You may attempt to login over the next 72 hours to check the status of your application. *This is a new procedure. Previously we sent a confirmation email to tell you that your account was approved. However, these emails were automatically generated by our software, were often considered 'spam' by Internet Service Providers, and were blocked from reaching the intended recipient.

Troubleshooting - Online Registration

Why doesn't my registration work? There are several reasons why your efforts to register on our online system will not work:

1. The class is not open for on-line registration. Some classes require special registration data and therefore cannot be accessed in the online system. (i.e. football requires a weigh-in, etc).
2. The class has already started and you must register in person.
3. The class is full and there is no waiting list.
4. The system is temporarily unavailable due to the high volume of users or internet traffic.
5. You have not applied for an account.
6. Your child is too young/old for the class.
7. We may not have seen your child's birth certificate and it is not on file in our office.

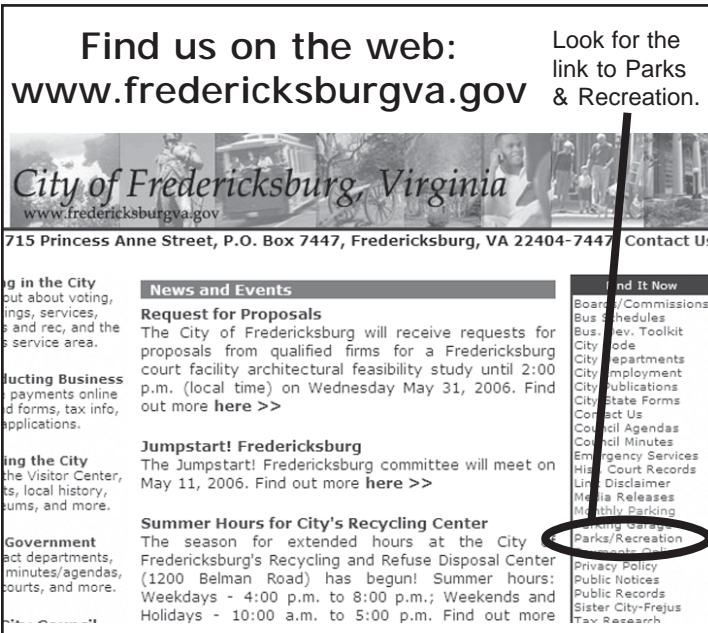
What if my registration still doesn't work?

If your registration still doesn't work like you think it should, please send us an email to: fredprpf@fredericksburgva.gov. We handle these requests rather quickly during normal business hours. Your emails are helpful in assessing our performance.

Find us on the web:

www.fredericksburgva.gov

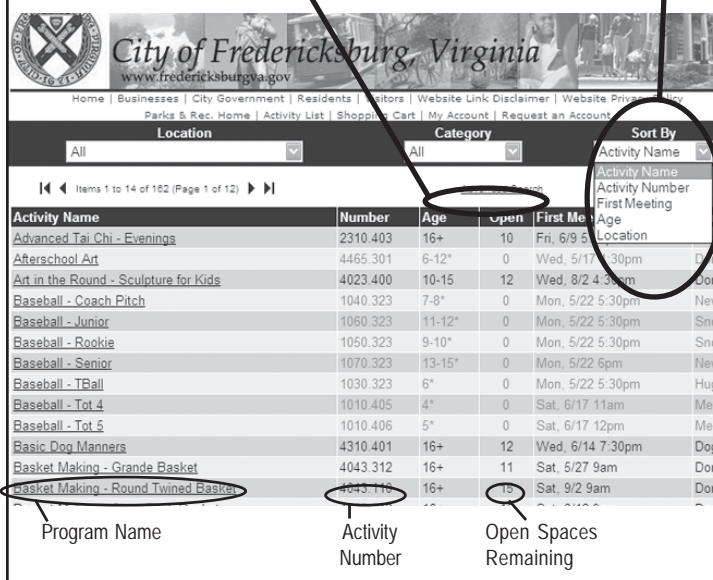
Look for the link to Parks & Recreation.



On-Line Class Listing - Search tips:

SORT BY - When searching for activities on-line, you can **SORT** by the Activity Name, Activity Number, First Meeting Date, Age, or Location.

ADVANCED SEARCH - Select the **ADVANCED SEARCH** option to type in **KEY WORDS** of the class you are looking for. This Advanced Search option also permits you to display the Class Descriptions in the on-screen listings for easier browsing.



Registration Policies

(540) 372-1086 ext. 0 or 208

1. Use the form on the next page to drop off, mail or fax register the entire family.
Print name of the primary contact of your family's account. This is the adult who has financial responsibility for you or your family's registration.
2. Complete all information so we can update your account information.
3. Fill in the classes that you or your family want to take. Don't forget to sign the registration form if paying by credit card. Please use a separate registration form for participants from different families or addresses.

June 6 City Residents begin registration for all programs. Non-City residents begin sign up for trips, aerobic and some dance classes (see individual listings).

June 13 Non-City Residents begin registration for most programs (except trips or if registration has already begun).

NO PHONE REGISTRATIONS are accepted. Fees must be PAID IN FULL when registering. **\$20 fee for returned checks.** All programs have a minimum and a maximum enrollment and registrations will be accepted on a first-come, first-served basis. The Recreation Department reserves the right to cancel programs for insufficient enrollment.

Once you have registered by mail, by fax, in person, or online, you *will not* be notified unless there is a change in class schedule or the program is cancelled. Report to class on date designated unless notified to the contrary. However, we are not responsible for lost mail or for lost faxed materials. You must register for a class at least 3 days in advance. All classes are held at the Community Center unless otherwise noted in program listing.

The programs and activities sponsored by the Parks & Recreation Department are open to all Fredericksburg regional residents regardless of race or ethnic background.

Internet Registration

Internet registration available at www.fredericksburgva.gov for those with an account number and password. You can register for many classes over the internet using a credit card payment. Some classes with special enrollment or fee requirements are not available on-line. Aerobics classes, bus trips, and special events are not available for on-line registration. Classes are available for registration on-line until the class is full. If you don't have an account, visit our web site to apply for one today. For information, see "Apply for Account Online" page 8.

Mail-In Registration

Mail-In registrations will be handled as they come in, but not before the registration start-date. Mail will be handled after individuals registering in person have been handled. This means that after the line ends, or there is a break in registration, then the mail will be processed. Daily mail will be processed as they lay in the "daily batch" of mail. Mail-in registrations will NOT be mailed a receipt. The cancelled check will be your receipt. Parks and Recreation is not responsible for lost mail. It is the registrant's responsibility to verify receipt of those materials.

Fax-In Registration

Fax your completed registration form to 540-372-3475. Only credit card or account credit payments are accepted by fax. Your faxed registration is not complete without your credit payment information and your signature. Faxed registrations are processed in the same manner as mailed-in registrations, in the order that they are received, and as soon as there is a break in the in-person line. You'll receive written confirmation on faxed registrations. Parks and Recreation is not responsible for lost faxed materials. It is the registrant's responsibility to verify receipt of those materials.

Walk-In Registration

You may register in person at the Dorothy Hart Community Center, located at 408 Canal Street. Hours of registration are: Monday through Friday, 9:00am until 9:00pm and Saturdays 9:00am until 1:00pm.

Waiver of Participation

By registering for any of the Fredericksburg Parks and Recreation sponsored activities, the payee is agreeing to the following waiver of participation for the program participant. Any participation in the enrolled activity by the enrollee will indicate acknowledgment of and agreement to the following for the payee and the enrollee alike: 1) There is an inherent possibility of injury in any organized activity offered by the City of Fredericksburg. 2) The City of Fredericksburg does not provide accident insurance for its program participants. 3) Insurance coverage is advisable and payment for any emergency medical, hospital, or physician treatment resulting from injury is NOT the responsibility of the City of Fredericksburg. It is with full understanding of all items above that I give full permission for the enrollee to participate in the activity for which I have enrolled him/her. By enrolling in this program, I hereby, for my dependent, waiver and release any and all rights and claims against the City of Fredericksburg and its representatives, successors and assigns for any and all injuries suffered by the enrollee during this activity sponsored by the City of Fredericksburg Parks and Recreation Department. A payee has until the start of the activity to rescind this waiver and void the enrollment. This must be done in writing.

Residents

Residents live or own property within the City of Fredericksburg (zip codes 22401-22404), or are employed by the City of Fredericksburg. All others are non-residents. People with Fredericksburg mailing addresses but living outside the city limits are non-residents. We feel those people who pay City taxes should get a discount on most of our programs. Registration of Non-City Residents will be seven days later than City Residents in those programs and classes that have a maximum enrollment (except trips). Registration dates are posted with individual program listings.

Waiting List

1. When a program has reached its maximum participant capacity, a waiting list will be taken. All mail-in registrants, as well as those people who attempt to register in-person, shall be automatically put on the waiting list unless they request otherwise.
2. If a space becomes available and a person's status on a waiting list changes, he is then contacted by our department.
3. Waiting lists do not roll over from previous, different sessions.

Cancellations

In case of inclement weather, call our Cancellation Line (dial 372-1086, press 2 then press 1) or visit our website at www.fredericksburgva.gov (click on Parks & Recreation) and look for *Cancellations*.

Also, listen to *B101.5*, *Y99.3* and *93.3/WFLS* or visit them on the web for announcements that will be made throughout the day.

Parks & Rec programs are cancelled whenever CITY SCHOOLS are closed due to inclement weather. All programs held at city schools are cancelled when there is a CITY school holiday.

Refund Policy

Credit Card Refunds are processed immediately.

All other refunds over \$10 WILL BE MAILED
from City of Fredericksburg -

ALLOW THIRTY DAYS FOR PROCESSING

- All cancellations and refund requests for activities enrolled through the internet must be made through our office either by phone, fax, mail, or in-person. Please note that we are not responsible for any faxed or mailed requests. It is the participant's responsibility to verify receipt of the refund requests.
- Refunds of less than \$10 will be maintained as a credit to the participant's account.
- If the Department cancels a program or trip, the money will be refunded.
- Classes: Student must cancel **24 hours before the 1st class** begins to be eligible for refund. No refunds are given after 1st class has been held.
- Trips: The department staff shall establish and publicize a "cancellation date" for each trip. Registrants who cancel on or before the cancellation date shall receive a full refund. After that date, money will be refunded **ONLY** if the slot is filled by another participant. If the slot is not filled, the price of any pre-paid tickets, meals or lodging shall not be refunded.
- Sports: No refunds are made after 1st game. Uniform deposits refunded only if complete uniform is returned clean.

Recreation is not Child Care

None of the recreation programs provided by the Fredericksburg Parks & Recreation Department may be considered child care, and cannot be claimed as such for tax purposes. More information available upon request.

Policy on Children

We ask that you do not bring children with you to class. We feel that children interfere with other participants and the instructor and this is not fair. We are unable to supervise young children.

Fee Waiver Policy

A fee waiver for many programs can be arranged for children who live within the city limits and are on food stamps, participate in the Head Start Program, or receive Medicaid. For more information call the Department of Social Services at 372-1032 or call us at 372-1086.

American Disabilities Act

We support the spirit of the *American Disabilities Act*. Please let us know how we can accommodate you. We do ask that you give us advanced notice, especially on trips (we will need at least 10 working days), and we will do what we can. Thanks for your cooperation.

Trips Policy

- All trips are filled on a first-come, first-served basis.
- No smoking on the bus at any time.
- No alcohol on the bus.

The front 2 seats on each side of the bus are reserved for the escort and people with special needs. All other seats are filled first-come, first-served.

A trip's itinerary may be changed at any time at the escort's discretion with consideration to time, weather, etc. The escort and group will wait 10 minutes after a designated meeting time for anyone who is late and then will continue with the scheduled itinerary. The person who is late will then be responsible for catching up with the group (or finding his own transportation home). It is suggested that all trip participants arrive at the Community Center approximately 15 minutes prior to departure time. All trips leave from the Community Center unless otherwise designated. Parking is located in the back lot of the Community Center.

All trips have a minimum and maximum number of participants based on tickets purchased, seats reserved or covering costs of the trip.

PLEASE HELP KEEP THE BUSES CLEAN. People who eat on the bus are asked to take all of their trash with them off the bus.

Fredericksburg Parks & Recreation Program Registration Form

REGISTRATION FORM FOR CLASSES AND TRIPS

Use this Registration Form to sign up by mail, fax or walk-in. Or register on-line at www.fredericksburgva.gov/PR.

-- Do NOT Use This Form For YOUTH SPORTS --

Adult's name (First): _____ (Last): _____

Home phone: _____ Work phone: _____

Address: _____ City: _____ State: ____ Zip: _____

Course Name:	Activity Number:	Program Date/Time:	Fee:	Participant Name:	Birthdate:	M/F:
Sample Class	1234.301	M W 6pm	\$10	John J. Simmons	9/19/87	M

Total Fee Enclosed: \$

METHOD OF PAYMENT ENCLOSED (Please mark one):

- ☐ Check or Money Order (payable to "City of Fredericksburg")
☐ Cash (Walk-In Only)
☐ Credit Card (Visa, M/C, Amex, Discover, Diner's Club, Carte Blanche, JCB)

Credit Card Type (Visa, M/C, etc.) _____ Account Number _____
Exp. Date _____ Name printed on card _____
Authorization Signature _____ Date _____



Waiver of Participation: (Please read carefully) A payee has until the start of this activity to rescind this waiver and void the enrollment. This must be done in writing. Any participation in this activity by the enrollee will indicate acknowledgment of and agreement to the following for the payee and the enrollee alike: 1) There is an inherent possibility of injury in any organized activity offered by the City of Fredericksburg. 2) The City of Fredericksburg does not provide accident insurance for its program participants. 3) Insurance coverage is advisable and payment for any emergency medical, hospital, or physician treatment resulting from injury is NOT the responsibility of the City of Fredericksburg. It is with full understanding of all items above that I give full permission for the enrollee to participate in the activity for which I have enrolled him/her. By enrolling in this program, I hereby, for my dependent, waive and release any and all rights and claims against the City of Fredericksburg and its representatives, successors and assigns for any and all injuries suffered by the enrollee during this activity sponsored by the City of Fredericksburg Parks and Recreation Department.

MAIL payment & registration form to: **Fredericksburg Parks and Recreation, 408 Canal St., Fredericksburg, VA 22401**

FAX credit card information & registration form to: **(540) 372-3475 Attn: Registration**

Use this form for all family members within the same address. If you need more room, please attach a separate piece of paper for additional participants' class choices. Please feel free to PHOTOCOPY this form for your friends.

Non-City Residents: Registration will begin seven days later than for city residents in those programs and classes that have a maximum enrollment (except trips). Registration dates are posted with individual listings within this catalog.

ADDITIONAL REGISTRATION FORMS are required for sports and some other programs marked with

REGISTRATIONS ARE NOT COMPLETE WITHOUT PAYMENT. BE SURE TO INCLUDE YOUR PAYMENT WITH THIS COMPLETED REGISTRATION FORM. All checks payable to "City of Fredericksburg." \$20 Fee for all returned checks.